# Industrial Security Facilities Database (ISFD)

Job Aid

December 2014

Center for Development of Security Excellence

CDSE

Learn. Perform. Protect.

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# Introduction

The Industrial Security Facilities Database (ISFD), maintained by the Defense Security Service (DSS), is a repository of information about Department of Defense (DoD) cleared contractor facilities. The ISFD has internal users (with full access, such as the DSS Industrial Security Representative) and external users (with limited access).

All Federal agencies and contractors participating in the National Industrial Security Program (NISP) are eligible to access the Facility Verification Request (FVR) external user view. External users have the ability to submit a FVR which is the official method of verifying the Facility Clearance Level and safeguarding capability of a NISP contractor. This Job Aid provides step-by-step instructions and tips on how to use the ISFD application for the external user.

- Access, log into, and navigate the ISFD website
- Update your Point of Contact (POC) data
- Respond to an Request for Information (RFI)
- Submit, view, and update Verification Requests of facility clearance information
- View and edit notifications of changes in facility clearance information
- Change your ISFD password

# Introduction

ISFD is a web-enabled application; no installation is required. However, before you can use you it, you must complete the following:

- Submit a system access request (SAR) through the system administrator
- Obtain a user identification (user ID) and password from the administrator
- Install Internet Explorer on your computer

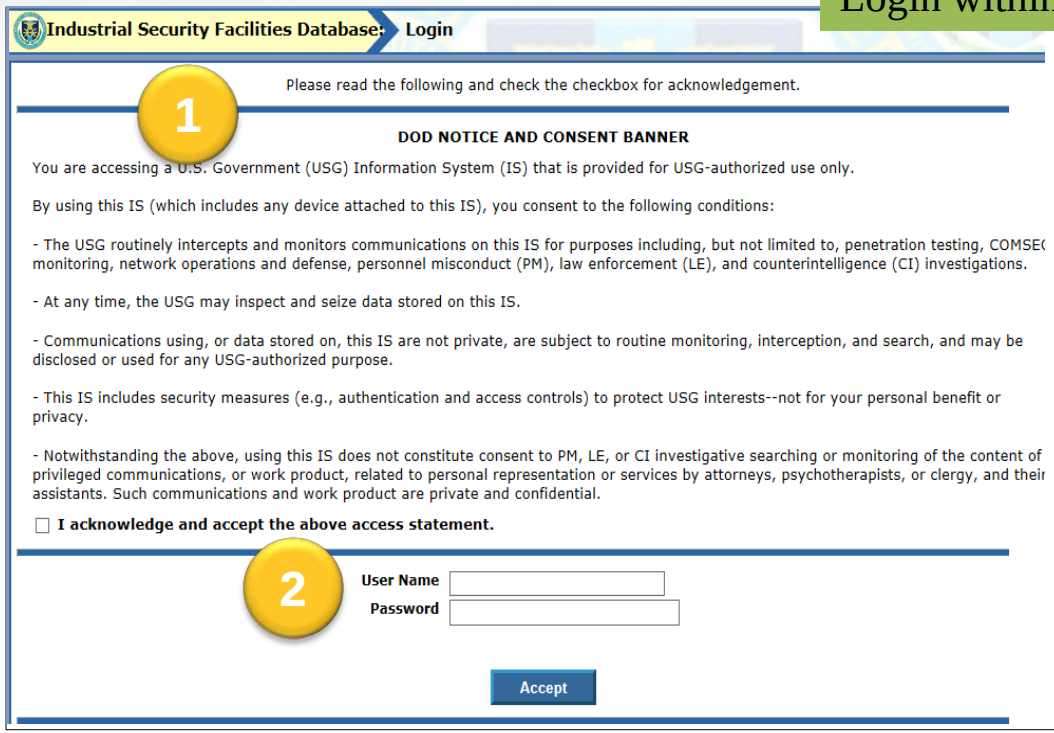
Once you have a user ID and password, simply follow the login instructions provided on the next page.

To access the system, enter the following URL in the browser: https://isfd.dss.mil/ISFDweb. If you need assistance call the DoD Security Services Call Center at 888-282-7682.

**To avoid deactivation all ISFD users must access their accounts at least once every 30 calendar days.** Per regulatory guidance, ISFD accounts are managed with regularly executed deactivation and deletion purges. Accounts reflecting 30 consecutive days of inactivity will be locked, and accounts reflecting an inactive status of over 45 days are subject to deletion. A user whose account is deleted will need to submit the appropriate SAR to obtain access.

# Logging into ISFD

**Tip:** Keep your account current. Login within every 30 days.


Industrial Security Facilities Database: Login
1
Please read the following and check the checkbox for acknowledgement.
DOD NOTICE AND CONSENT BANNER
You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.
By using this IS (which includes any device attached to this IS), you consent to the following conditions:
- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE, or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential.
I acknowledge and accept the above access statement.
2
User Name
Password
Accept

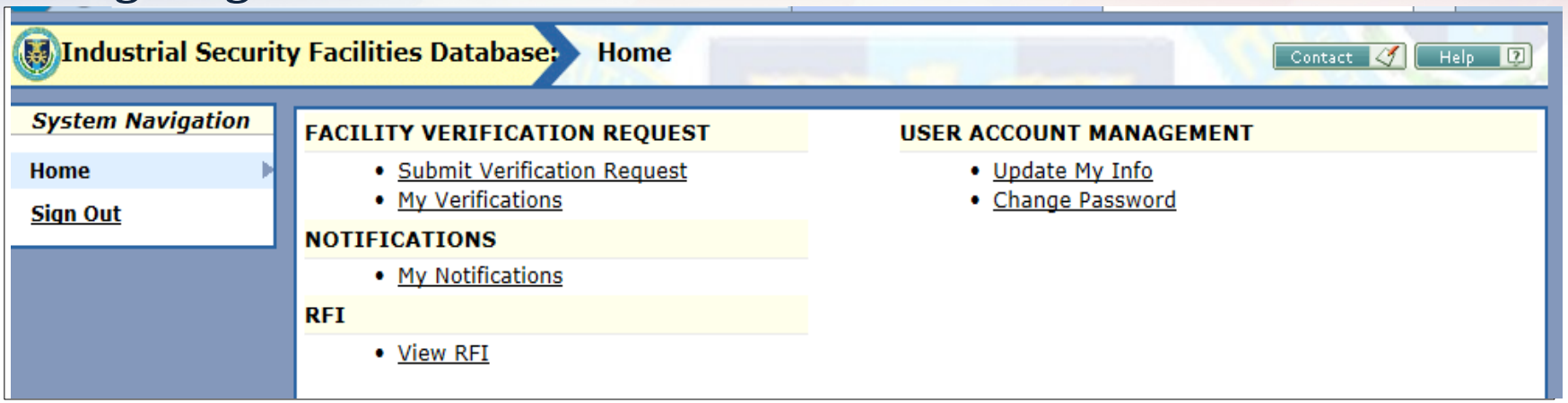
1. Read the access statement. Click the check box by the statement, **"I acknowledge and accept the above access statement."** The **Log In** button is no longer grayed out.

2. Click the **User Name** field and type your user name.

   a. Press the [Tab] key or click in the **Password** field
   b. Enter your password
   c. Click on **Accept**

| Advisory | Notes |
|---|---|
| Upon initial login, the user will be required to change the password. If you are experiencing problems with ISFD, please call Customer Service at 1-888-282-7682 | Passwords are protected visually by displaying asterisks instead of the actual password. |

# Navigating ISFD




## ISFD Home Page

The **Home** page includes the following options:

**System Navigation**

- **Home:** Click to return to the Home page.
- **Sign out:** Click to log out of ISFD.

**Banner**

- **Contact:** Click to create an email to be sent to the ISFD Helpdesk support group.
- **Help:** Click to view ISFD User Manual.

**FACILITY VERIFICATION REQUEST**

- **Submit Verification Request:** Click to submit verification requests.
- **My Verifications:** Click to view a list of verifications associated with the user logged into ISFD.

**NOTIFICATIONS**

- **My Notifications:** Click to view a list of your facility verification notifications.

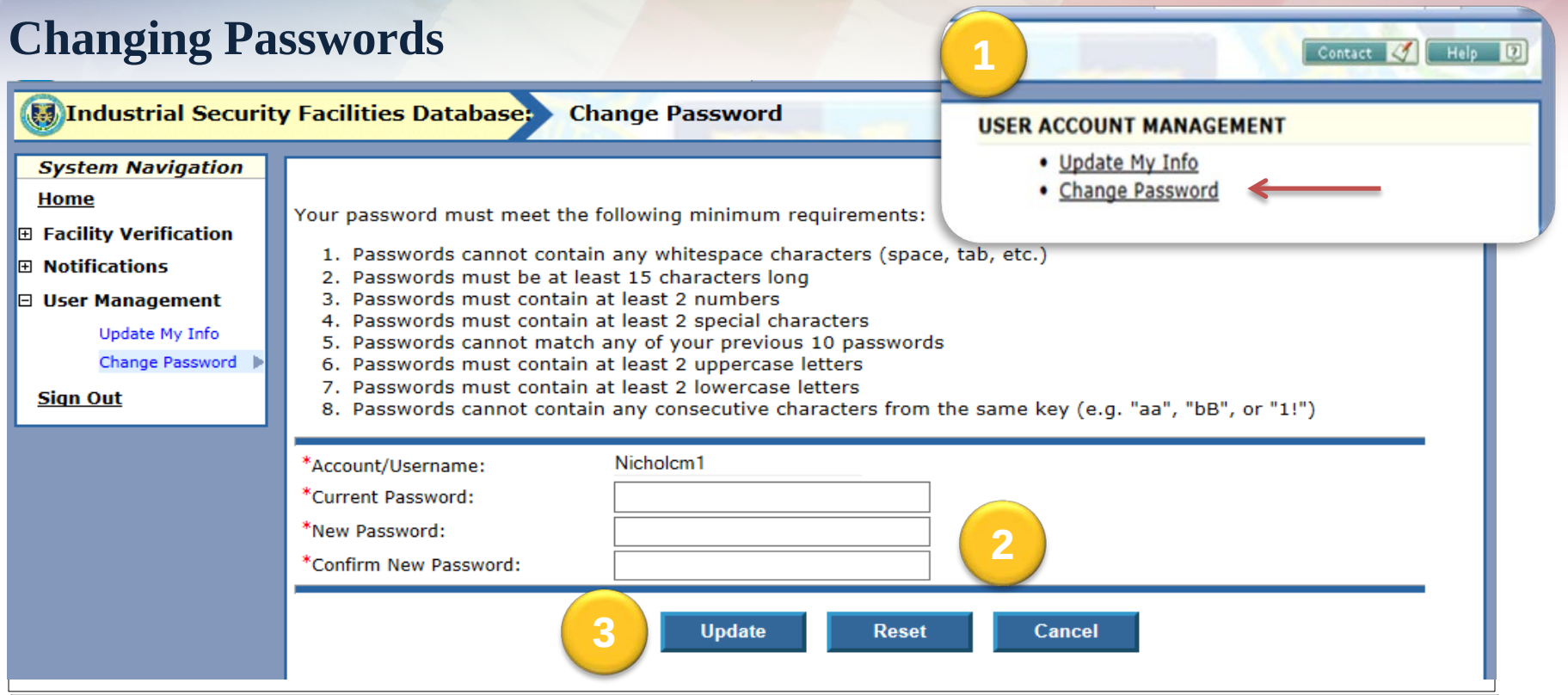
**RFI**

- **View RFI:** Click to view full history of RFI's from DSS or to edit any pending RFI's in queue

**USER ACCOUNT MANAGEMENT**

- **Update My Info:** Click to update phone number and email.
- **Change Password:** Click to change your password.

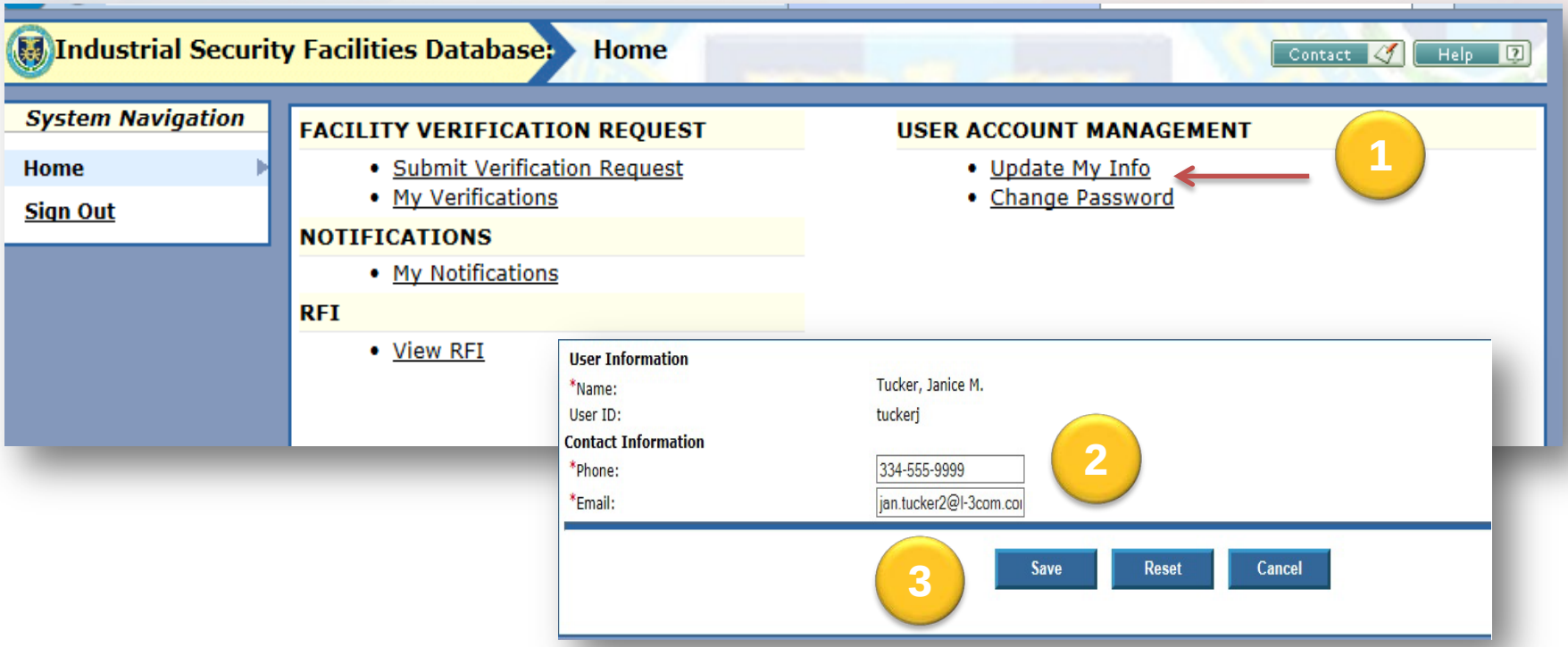
# Changing Passwords




## Change Password Process

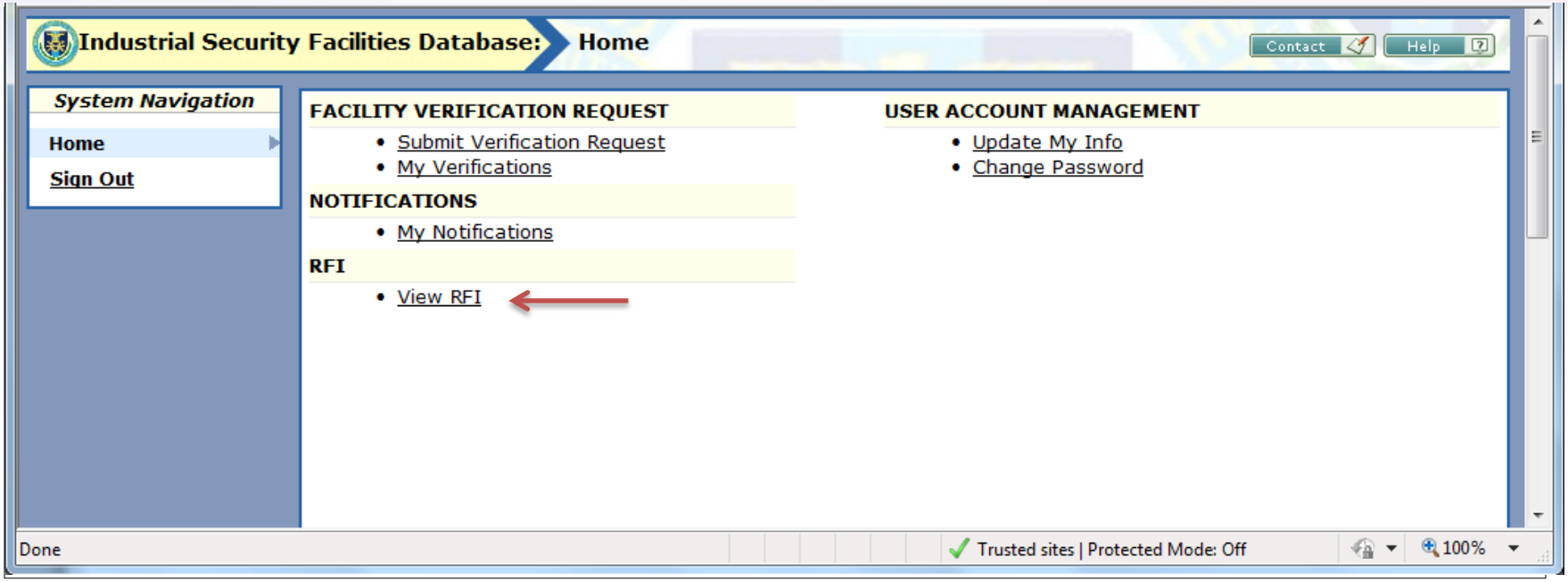
1. From the **Home** page, click on **Change Password** under **USER ACCOUNT MANAGEMENT**
2. The **Change Password** window includes the following:
   - **Account/Username:** The username on the account
   - **Current Password:** Enter the current password
   - **New Password:** Enter the new password
   - **Confirm New Password:** Enter the new password again to confirm
3. **Buttons**
   - **Update:** Click to save updates
   - **Reset:** Click to clear the form
   - **Cancel:** Click to exit the window and abandon any changes made

# Update My Info




| Updating Contact Data | Process |
|---|---|
| ISFD will now allow external users (e.g. FSOs) to edit contact information, with the exception of the address in ISFD. The IS Rep will be notified when information is changed. | 1. From the **Home** page, click on **Update My Info**<br>2. Update the phone number and email address<br>3. Click **Save** |

# Request for Information

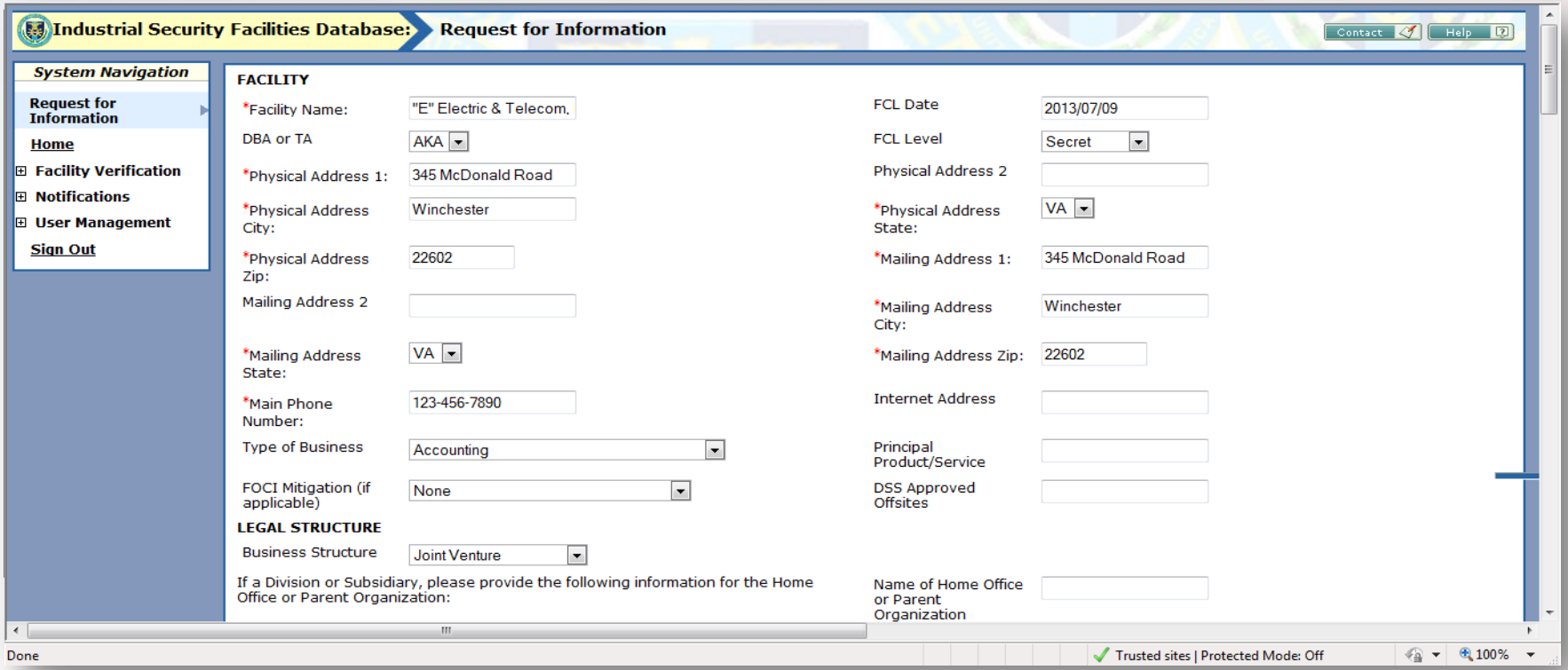



| Update | Process |
|---|---|
| ISFD will now allow external users to complete online pre-assessment **Requests for Information (RFI).** This is a form submitted by the IS Rep to the FSO prior to a scheduled assessment to obtain information in advance in order to facilitate the assessment process. | The FSO will receive an automated email that an **RFI** is available for review. Click on **View RFI** on the bottom left of the screen. **Continue to next page.** |

# Request for Information

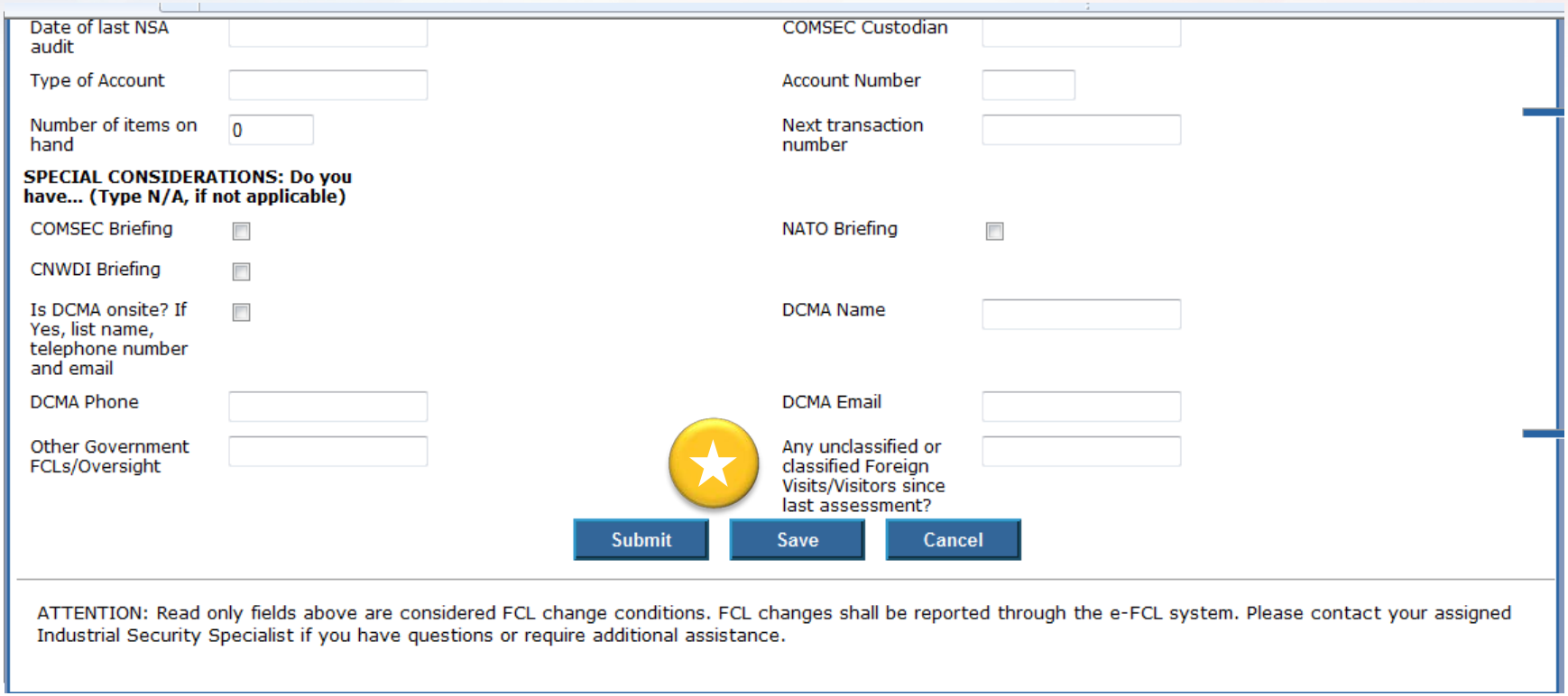
| Request for Information Process |
| --- |
| After clicking **View RFI,** the screen will display the RFI. The FSO then clicks on the **Edit** icon to view the Request for Information. |

# Request for Information




| Request for Information | Notes |
|---|---|
| The facility's data will appear. Review the fields and correct any missing or incorrect data fields. | Fields that are greyed out cannot be modified through ISFD and require an official change condition report to be modified. |

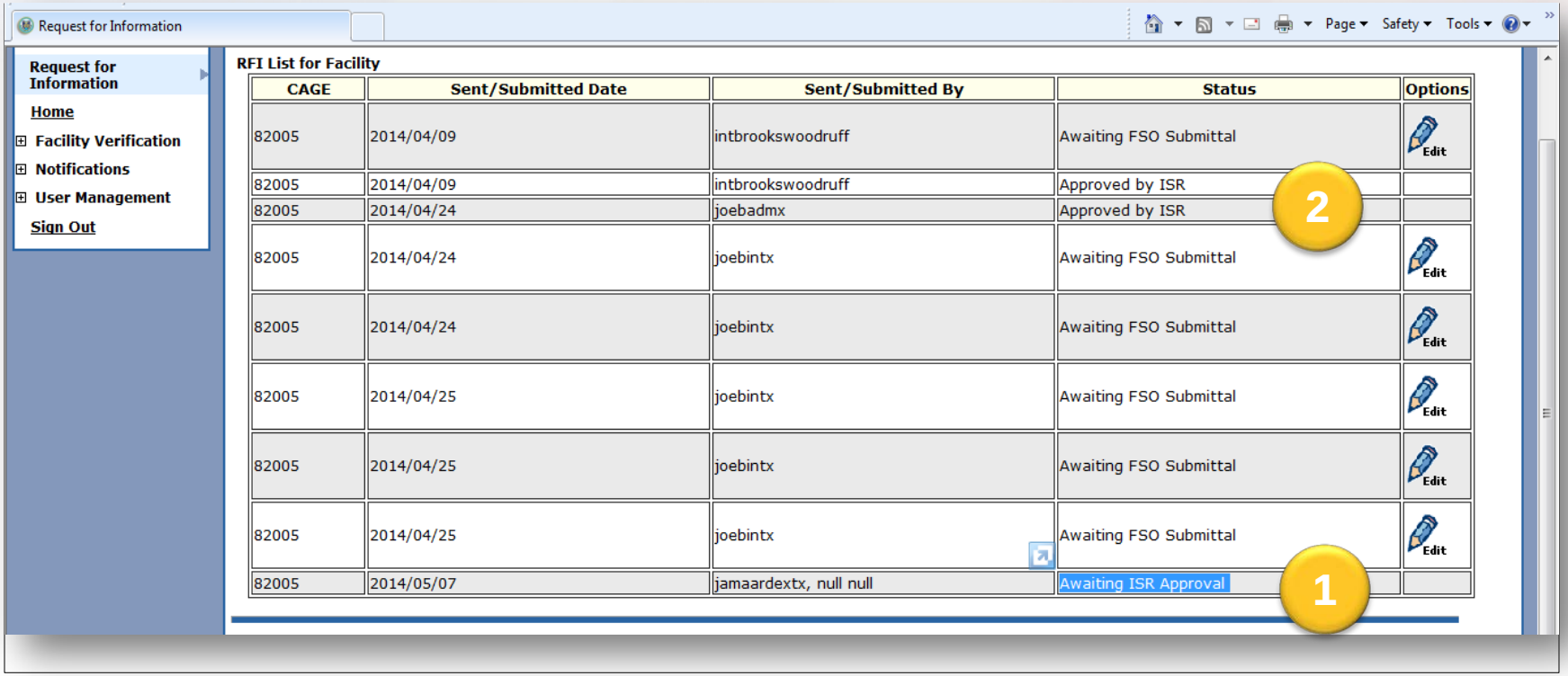
# Request for Information


Date of last NSA audit
COMSEC Custodian
Type of Account
Account Number
Number of items on hand
0
Next transaction number
SPECIAL CONSIDERATIONS: Do you have... (Type N/A, if not applicable)
COMSEC Briefing
NATO Briefing
CNWDI Briefing
Is DCMA onsite? If Yes, list name, telephone number and email
DCMA Name
DCMA Phone
DCMA Email
Other Government FCLs/Oversight
Any unclassified or classified Foreign Visits/Visitors since last assessment?
Submit
Save
Cancel
ATTENTION: Read only fields above are considered FCL change conditions. FCL changes shall be reported through the e-FCL system. Please contact your assigned Industrial Security Specialist if you have questions or require additional assistance.

## Request for Information

If you do not finish reviewing and updating the RFI, you can save your progress and return later to complete. Just click on the **Save** button. When you have completed reviewing and updating the facility's information, click on **Submit**. An email will be generated to alert the ISR of the change. Any change will be red-flagged for the IS Rep to review.

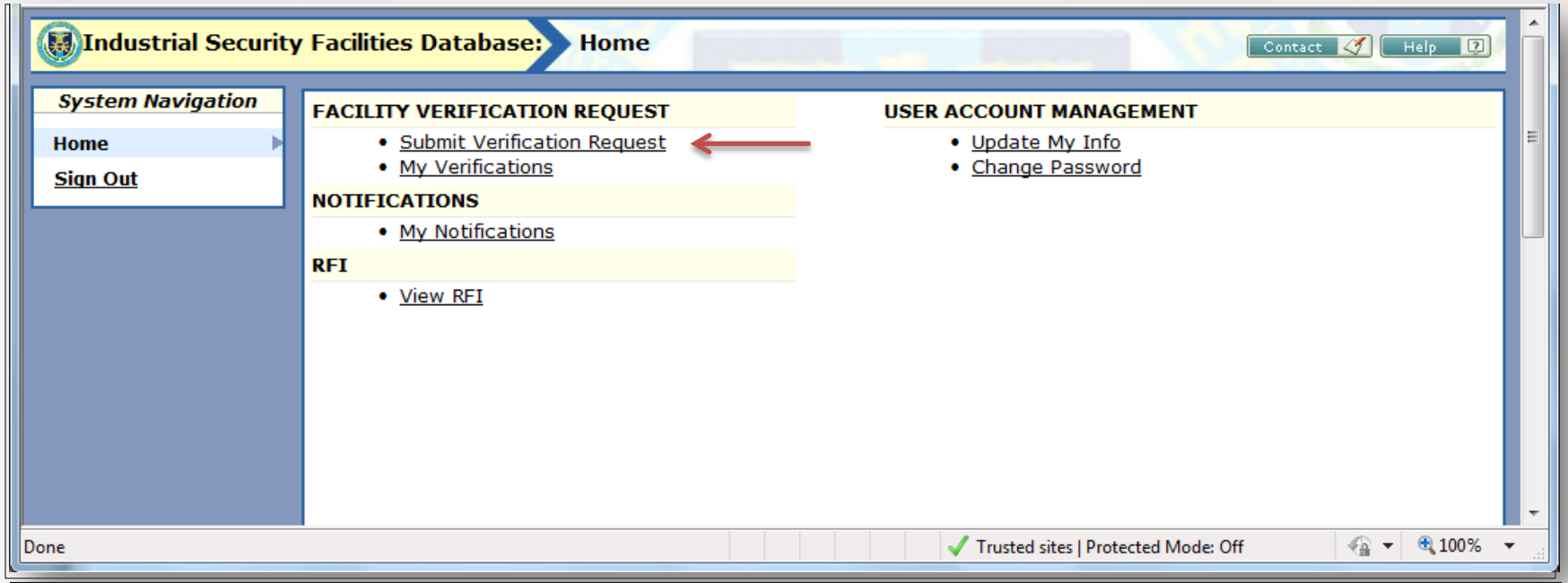
# Request for Information




## Request for Information

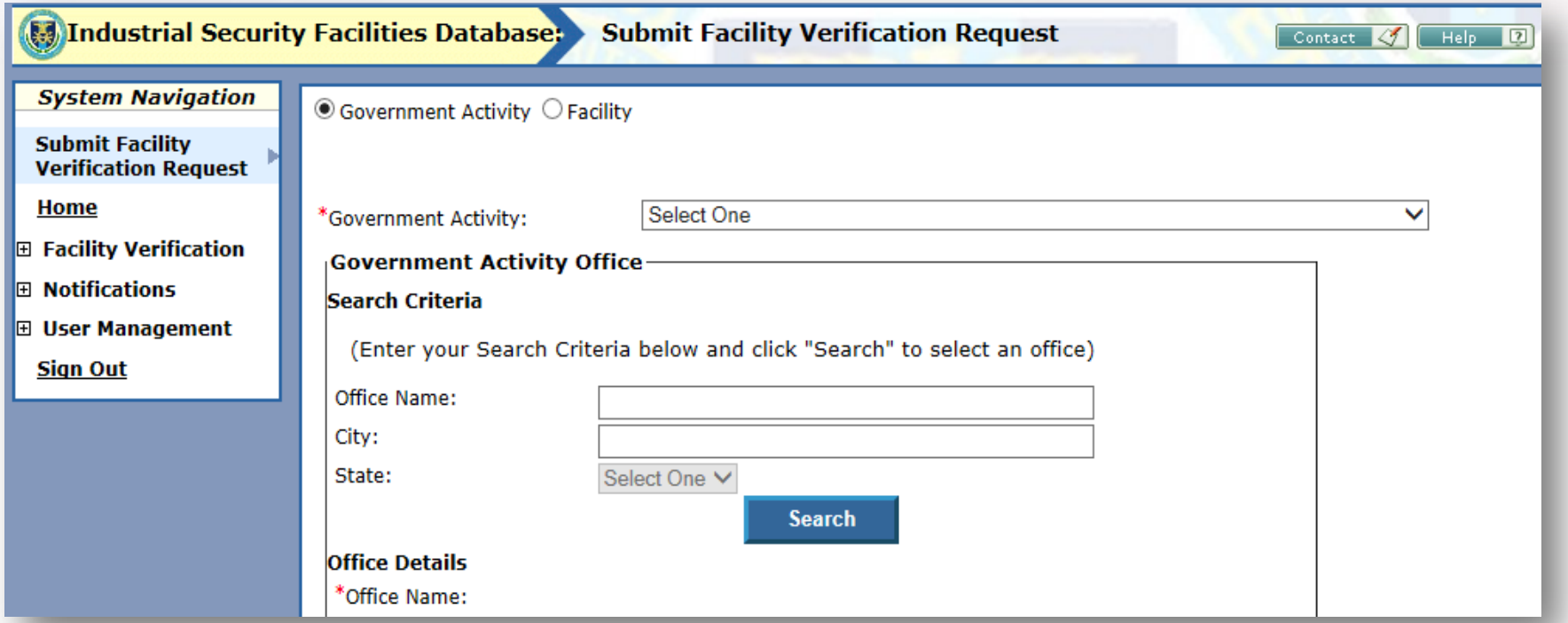
After clicking **SUBMIT,** the **Status** changes to (1) **Awaiting for Approval**. Once the IS Rep accepts the submission, the status changes to (2) **Approved by ISR**.

# Submit Verification Request




| Verification Request | Process |
|---|---|
| **Submit Verification Request** provides the capability to submit verification requests. If you know the company's name and/or CAGE Code before you start, it will help you look it up. | From the Home page under **FACILITY VERIFICATION REQUEST**, click on **Submit Verification Request**. |

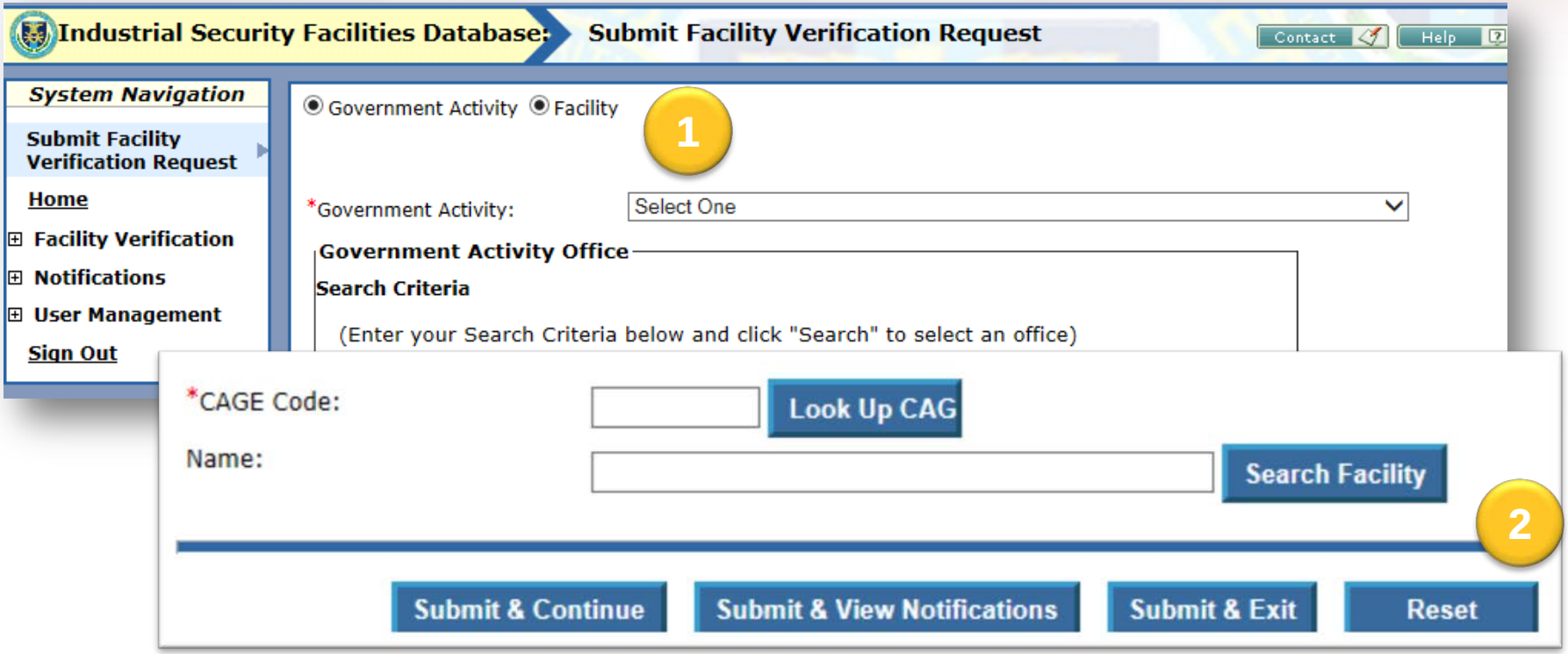
# Submit Verification Request




## Reset to Facility

**Submit Facility Verification Request** has the default set to **Government Activity**. In order to check a facility clearance for a non-government activity, you must reset the functions. **Continue to next page**.

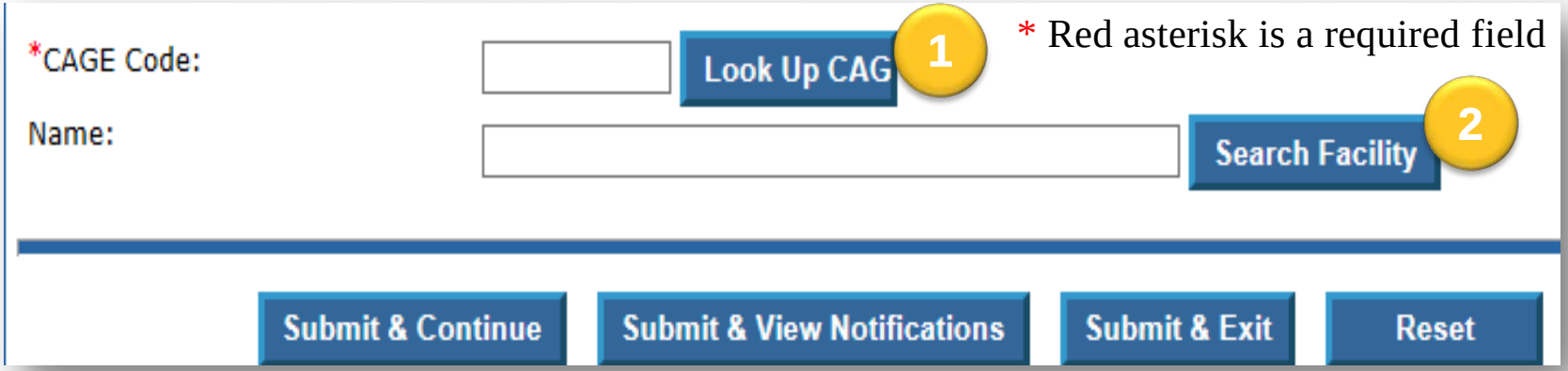
# Submit Verification Request




## Reset to Facility

1. Select the **Facility** radio button and scroll to the bottom of the screen.
2. If both buttons remain highlighted, click on the **Reset** button. This will clear both the **Government Activity** and **Facility** selection, allowing you to select **Facility** only. **Continue to next page.**

# Submit Verification Request



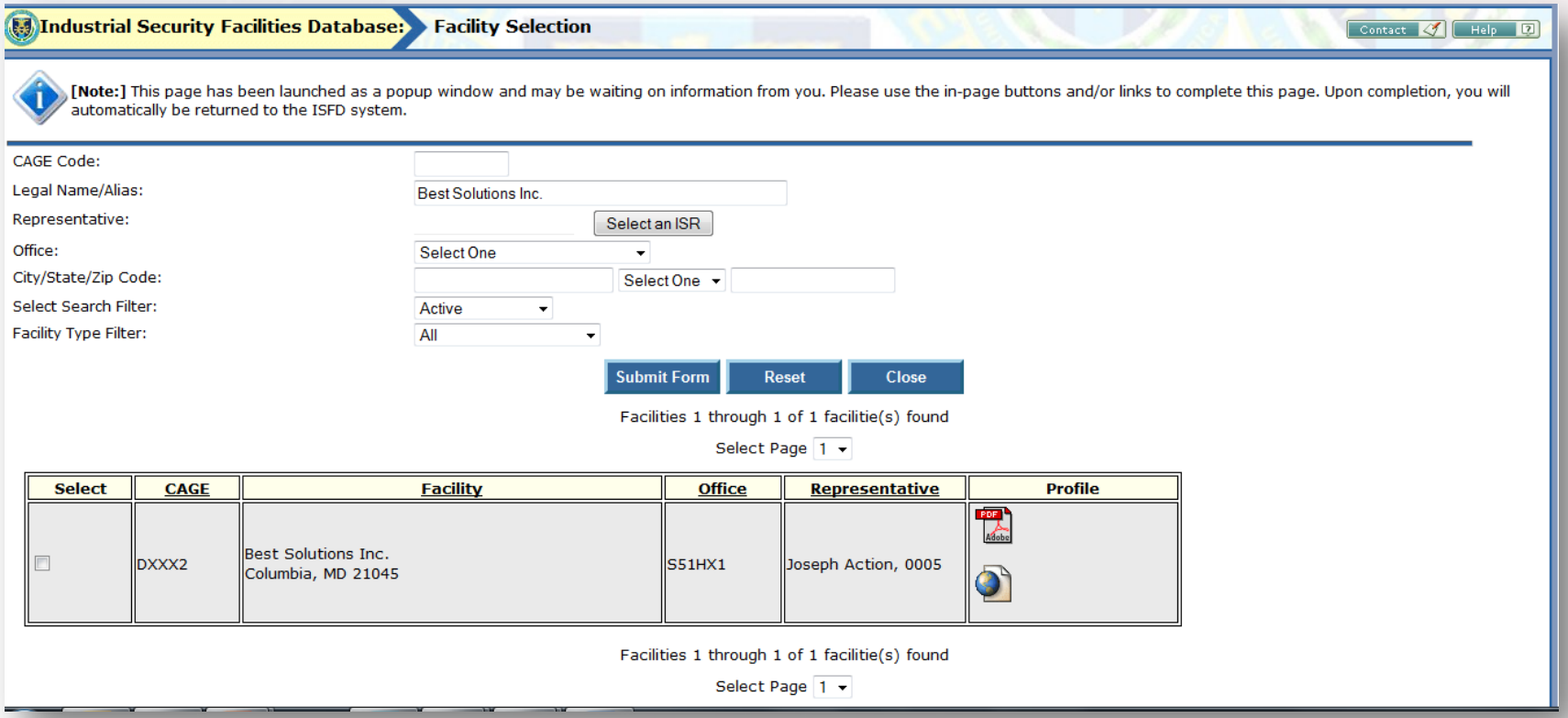

| Process for Facility Search |
|---|
| You can search by Cage Code or facility name. To look up the Facility Name, CAGE Code, and address type in **CAGE Code** and click (1) **Look Up CAG** or type in all or some of the facility name and click on (2) **Search Facility**. **Continue to next page.** |

TIP: Using only the **CAGE Code** in the **Search** form will speed the search.

# Submit Verification Request

| Facility Search | Notes |
|---|---|
| Ensure all blocks with a red asterisk are filled out: **CAGE Code, Street Address, City, State, and Zip**.<br><br>**Continue to next page.** | If you only use the CAGE code, the address will auto-populate at that time. If you include the company name in the search you will need to copy the address down since it will not automatically populate the fields. |

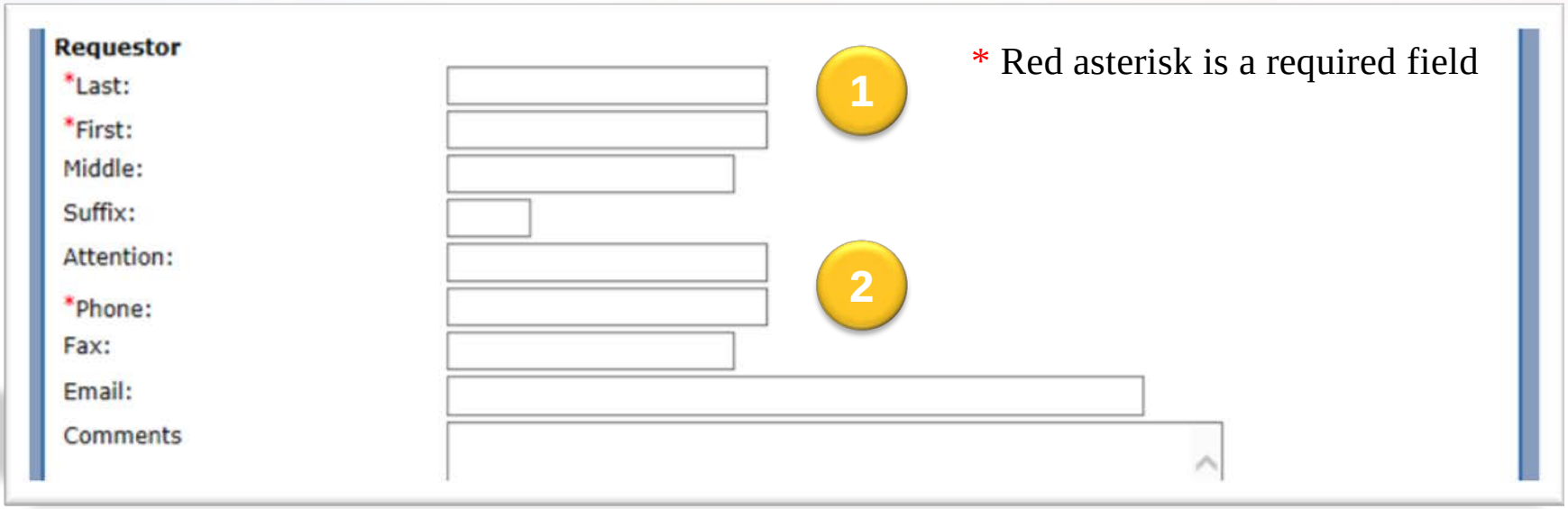
# Submit Verification Request




## Facility Search Results

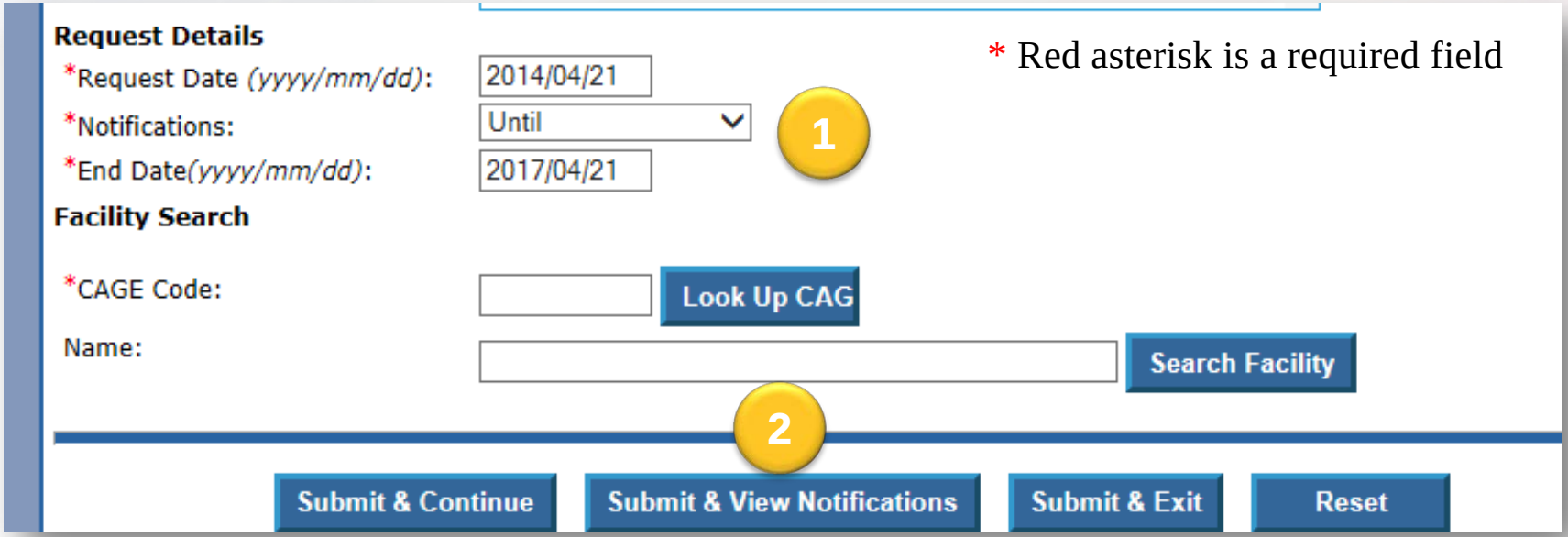
Find the appropriate company and click on the **Select** box. The facility address field will be populated. Continue to fill out the Verification Request. **Continue to next page.**

# Submit Verification Request




| Verification Request Process |
| --- |
| Now complete the **Requestor** data fields. You must provide at least (1) **Last name, First name** and (2) **Phone** number. Scroll down to enter **Request Details**. **Continue to next page**. |

# Submit Verification Request




## Process

Complete the following fields:

1. **Request Details: Request Date, Notifications,** and **End Date**. If you want to receive continuous updates of the status of the Facility Clearance, select **Until** under the **Notifications** heading. When a change occurs in the company's **Facility Clearance** status in ISFD, an update is generated under **My Notifications**.
2. Click **Submit & View Notifications** and the **Facility Clearance Verification** document will appear. **See next page for example.**

# View Verification Request

**Facility Clearance Verification Training Example**

## View Notification

**The following changes have occurred for ABC12 CDSE Training and Education Inc.**

A verification request was created for this facility.

**This information is valid as of 2014/05/20.**

**This is to advise you that the following information is current verification information for the facility:**

| | |
|---|---|
| **CAGE Code** | ABC12 |
| **Facility Name:** | CDSE Training and Education Inc. |
| **Physical Location:** | 1000 CDSE Way<br>CDSE City, MD 99999 |
| **Classified Mailing Address:** | 1000 CDSE Way<br>ATTN: FSO<br>CDSE City, MD 99999 |

**Facility Verification Request (example)**

The Facility Verification Request (FVR) will include the Facility Name, CAGE Code, Physical Location Address, Classified Mailing Address… **See next page for remaining portion.**

# View Verification Request

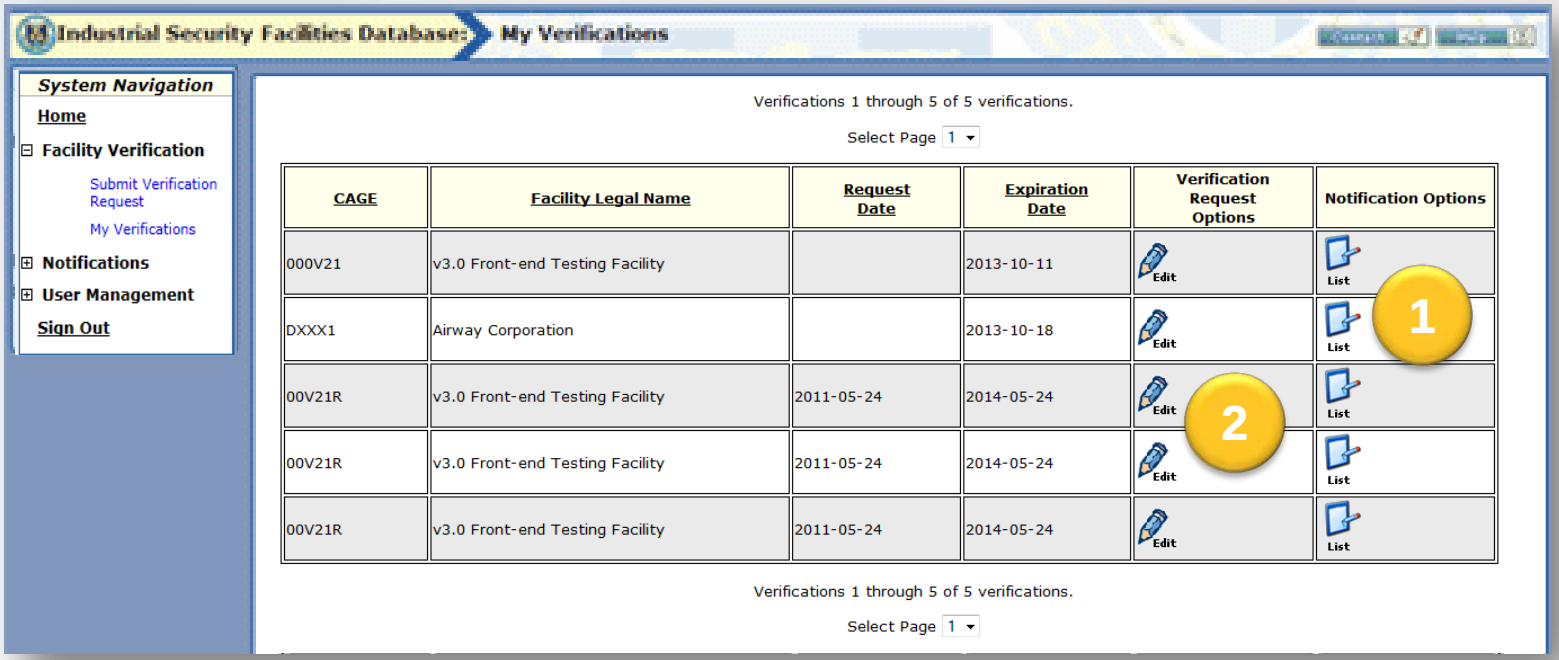
| | |
|---|---|
| **Facility Clearance Status/Level:** | Active/Secret |
| **Status Date/Issue Date:** | 2001/12/15 / 2001/12/15 |
| **Document Safeguarding Level:** | Secret |
| **Authorized Access to:** | COMSEC NATO |
| **Special Limitations Notes:** | |
| **Facility Security Officer:** | Sutton, Stephen Keith |
| **Facility Security Officer: Phone Number:** | (410) XXX-XXXX |
| **DSS Field Office:** | LINMD |
| **DSS Field Office Phone Number:** | (410) XXX-XXXX |
| **You will be notified of changes until 2017/05/20** | |

**Tip**: If you intend to mail classified documents or carry classified documents to a cleared facility, look at the safeguarding level. Run a FVR each time to make sure the facilities clearance status or POC has not changed.

## Facility Verification

The FVR also includes FCL Status/Level, and FCL Status/Level Date, Document Safeguarding Level, Special Limitations, FSO Name, FSO Phone, DSS Field Office, and assigned ISR Phone. If you selected the box **Until** in the FVR you will be notified of FCL changes.

# My Verifications




## My Verifications

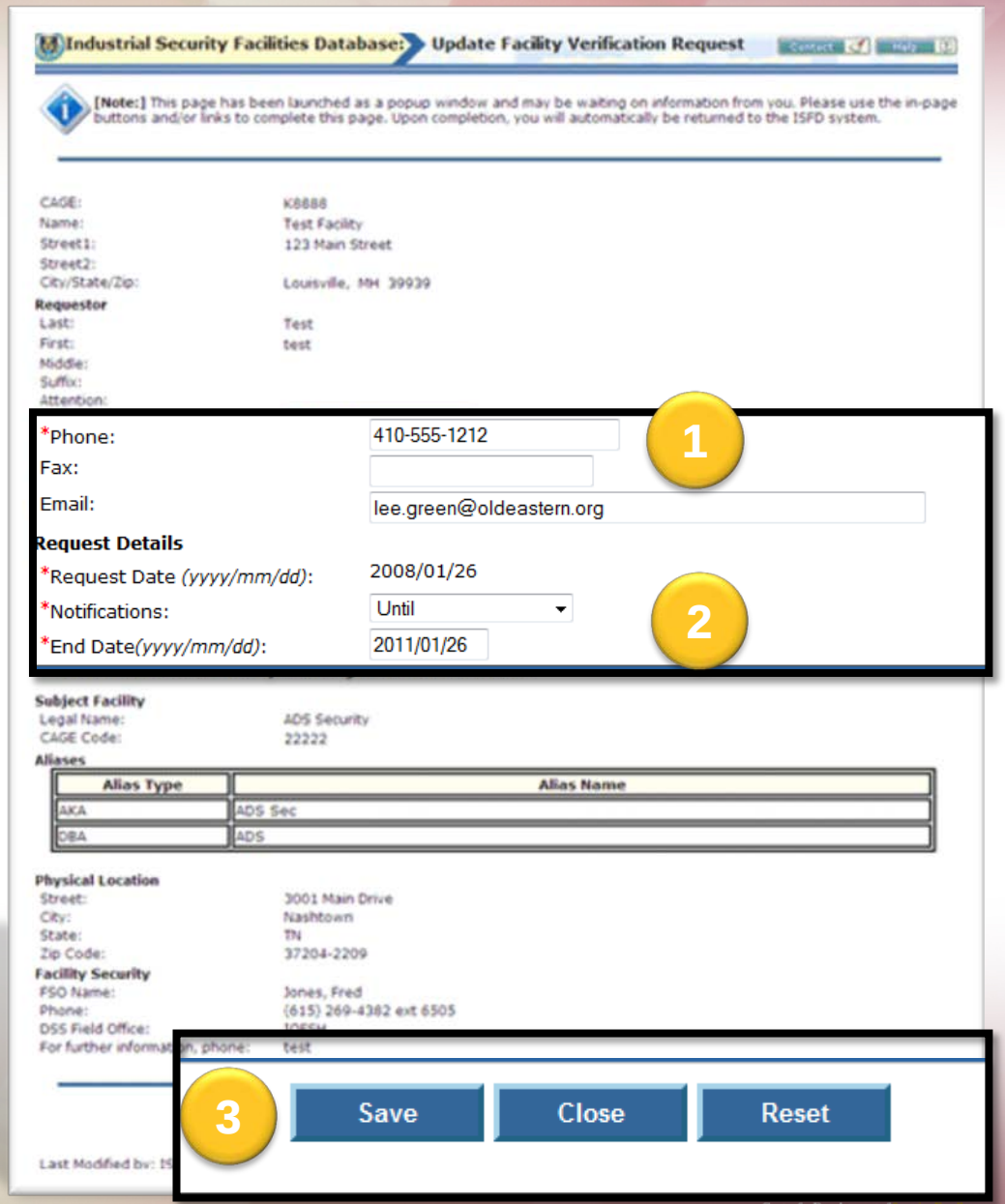
**My Verifications** contains all your FVRs. In **My Verification** you can update the FVR with new contact data or change the **Until** notification function (**See next page**). Information may be sorted by clicking on an underlined heading item at the top of the table (CAGE, Facility Legal Name, etc.). This will allow information to be sorted by the selected item. If you click on (1) **List** you will see the **My Notifications** view which allows you to edit the FVR and also delete it. See page 26. If you click on the (2) **Edit** icon you will see the **Update Facility Verification Request** window. **Proceed to the next page**.

# My Verifications

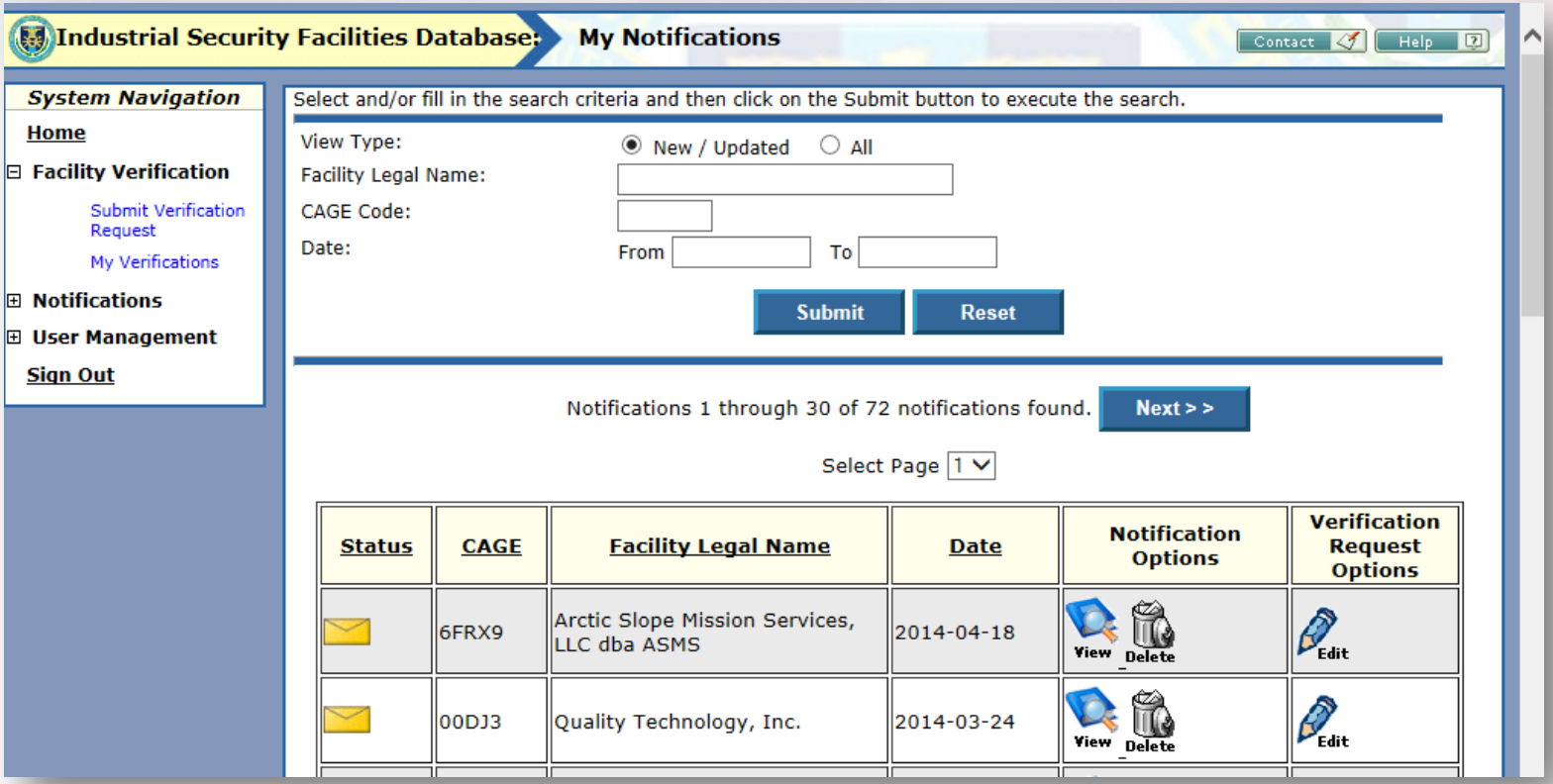
## Updating A Facility Clearance Request

1. After you click the **Edit** icon in the **My Verifications** window, the **Update Facility Verification Request** window is displayed.
2. Edit the verification request as required: phone, fax, email, notifications, and end date.
3. Click the **Save** button to complete the update.

* Red asterisk is a required field.



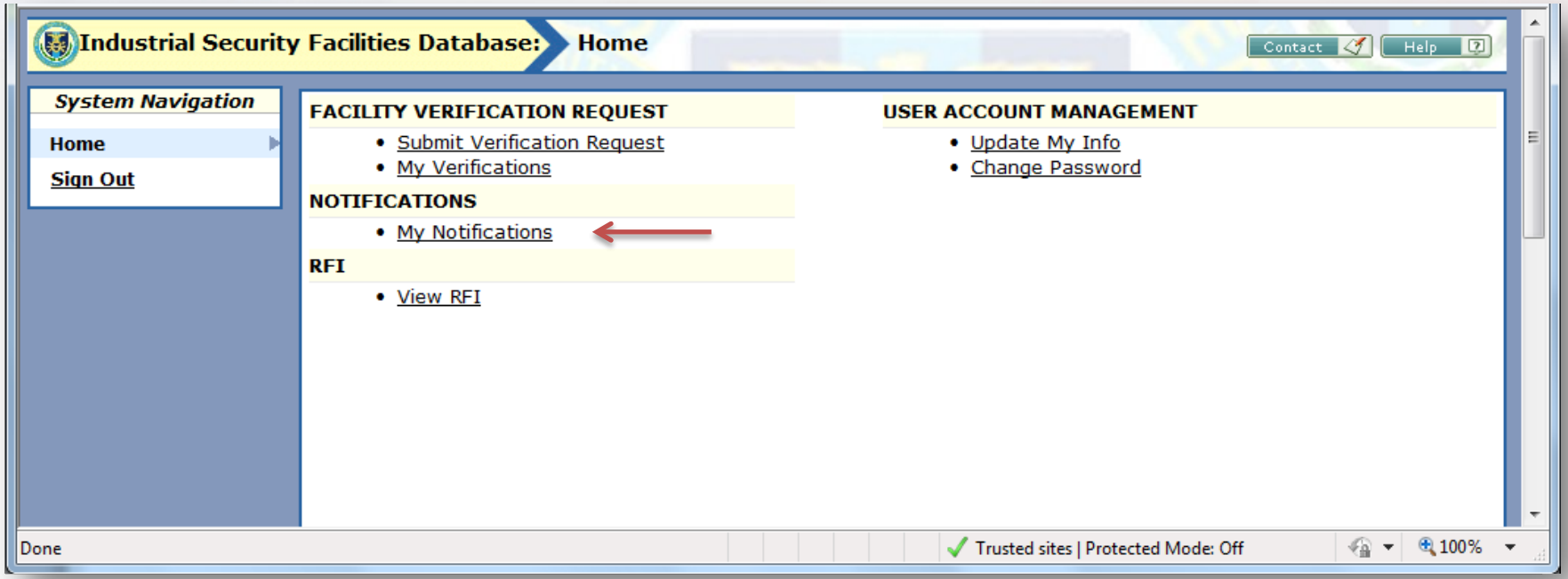
# My Verifications




## My Notifications from My Verifications List

From the **My Verifications** list you can view **My Notifications** where you can search for all or new/updated FVRs by Facility Legal Name, CAGE Code, and Date. From the **My Notifications** view, you can select **View, Delete,** or **Edit** the FVR to submit a new one.

# My Notifications




## My Notifications

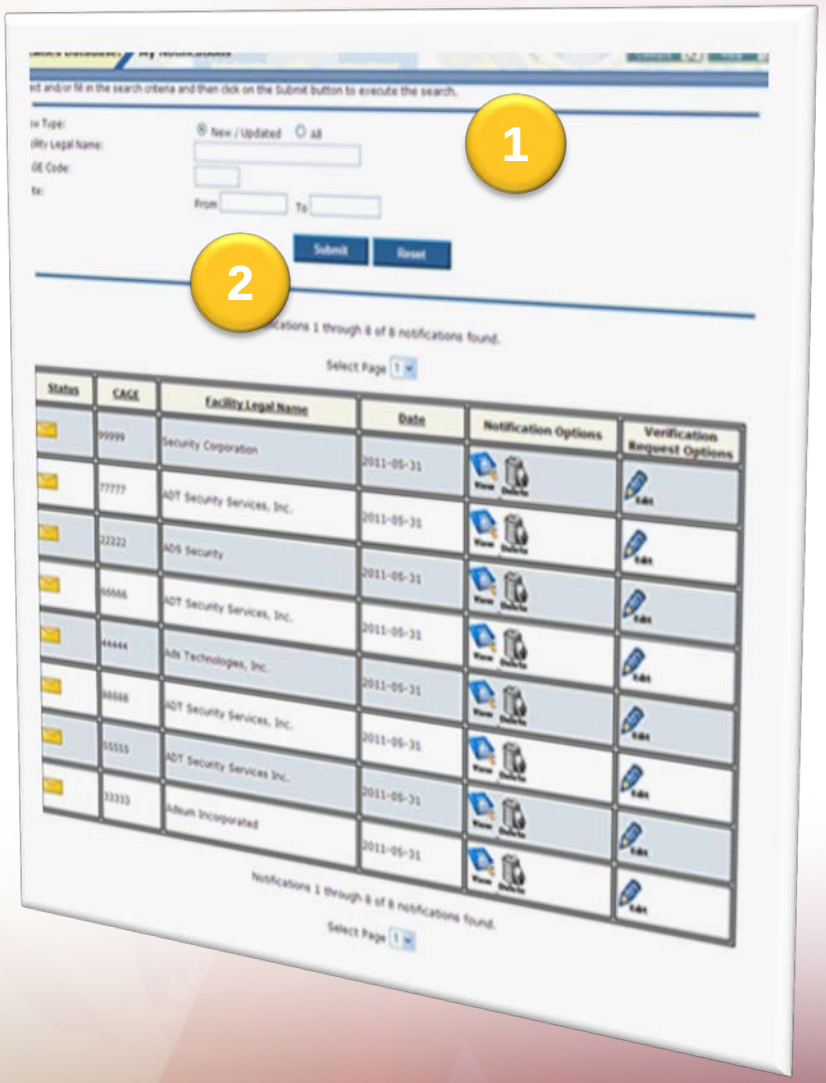
In **My Notifications**, all past Facility Verification Results are posted for you to view, delete, and edit.

# My Notifications

## My Notifications

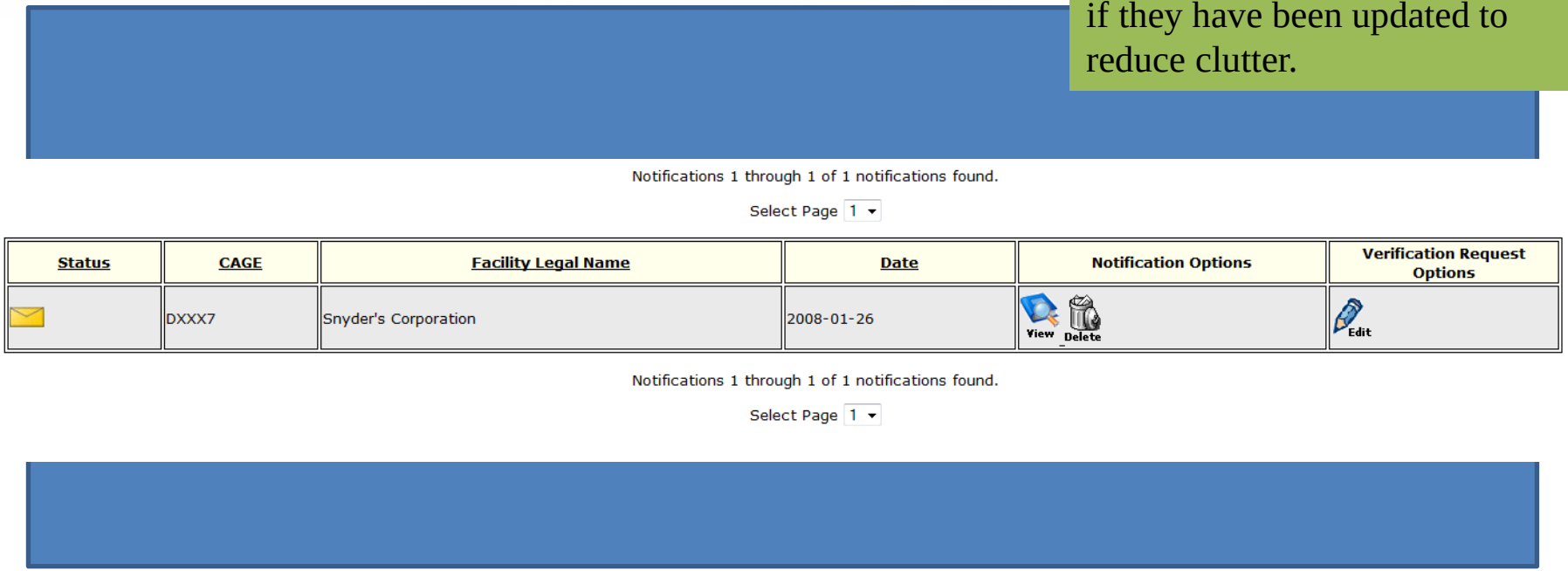
**My Notifications** provides a list of notifications associated with the user logged into ISFD.

1. Enter as much data as necessary and search by the following:
   - **View Type**: Select notification status.
   - **Facility Legal Name:** Enter all, some, or none of a facility legal name.
   - **CAGE Code**: Enter all, some, or none of a CAGE Code.
   - **Date:** Enter the beginning and/or end dates of a date range.
2. Click the **Submit** button. A list of notifications matching search criteria appear in the notifications list.



# My Notifications

**Tip**: Delete older notifications if they have been updated to reduce clutter.




## My Notifications

The notifications list returns results that include the following fields/functions: **Status, CAGE Code, Facility Legal Name, Notification Date, Notification Options – View,** and **Delete** notification. The **Verification Request Options** column has an **Edit** function which allows you to update a Facility Verification Request.

# ISFD Assistance

This Job Aid was developed by the Center for the Development of Security Excellence (CDSE) to inform and assist the Industrial Security Community on how to use the Industrial Security Facilities Database (ISFD). If you have questions concerning this Job Aid, email them to the CDSE Training Division Industrial Security Department at IndustrialSecurity.Training@dss.mil. If you need assistance in establishing an account, changing your password, or using the ISFD, contact the DSS Call Center at 888-282-7682.